





Mayor's Action Center
Service Level Attainment Compliance
December 2012

Service Level Agreement	Target Performance		Current Performance			
Speed to Answer Calls	< :20					
Abandon Rate	< 5%					
Time on Call	< 2:30					
After Call Work	< :40					
Top 5 Service request	Animal (1,079)	Trash (802)	Aban Vehicle (243)	Chuckhole (142)	Zoning Violaiton (142)	